

CLAIMS

We Claim:

1 **1.** A method for forwarding messages, comprising:

2 monitoring locations of responses to incoming messages along with the time
3 of day and day of week;

4 storing each response along the associated time of day and day of week in a

5 database;

6 performing a statistical trend analysis on a user bases to determine a
7 probability of contacting the user for a given time of day and day of week at a given
8 location;

9 storing in a trend analysis table the result of the statistical trend analysis
10 performed; and

11 transferring incoming messages to the location in the trend analysis table with
12 the highest probability of contacting the user.

1 **2.** The method recited in claim 1, wherein said trend analysis table
2 comprises a user identification, a plurality of times of day and days of week with
3 locations of contact and probabilities of successful contact associated with each
4 location.

1 3. The method recited in claim 2, wherein said trend analysis table further
2 comprises a user override location that indicates probabilities of successful contact for
3 each location are to be ignored and only the override location is to be used for contact.

1 4. The method recited in claim 3, wherein the incoming messages and
2 responses are from PSTN telephone, cellular telephone, pager, fax, voice mail, e-mail
3 or other voice or digital communication format.

1 5. The method recited in claim 4, further comprising:
2 checking the user override location in the trend analysis table; and
3 transmitting the incoming message to the user override location when set.

1 6. The method recited in claim 4, further comprising:
2 contacting the user at the location with the highest probability of successful
3 contact associated with the location;
4 contacting the user at the location with the second highest probability of
5 success when unable to contact the user at the location with the highest probability
6 of success.

1 7. A system for forwarding messages, comprising:
2 a monitoring module to monitor responses by users to messages received and
3 store the location of the response with a time stamp in a database;

4 a trend analysis module to perform a statistical probability analysis on the
5 location and time stamp data in the database and determine the probability of
6 contacting the user at each of a plurality of locations for a given time of day and
7 storing the probability of contacting the user at each of a plurality of locations in a
8 trend analysis table; and

9 a forwarding module to receive an incoming message and forward the incoming
10 message to a location with the highest probability of contacting the user as designated
11 in the trend analysis table.

1 8. The system recited in claim 7, wherein the database further comprises:
2 a trend analysis table having a user identification, a plurality of times of day and
3 days of week with locations of contact and probabilities of successful contact
4 associated with each location..

1 9. The system recited in claim 8, wherein said trend analysis table further
2 comprises a user override location that indicates probabilities of successful contact for
3 each location are to be ignored and only the override location is to be used for contact.

1 10. The system recited in claim 9, wherein the responses monitored by the
2 monitoring module are provided in response to incoming messages, said incoming
3 messages and responses are from PSTN telephone, cellular telephone, pager, fax,
4 voice mail, e-mail or other voice or digital communication format.

1 **11.** The system recited in claim 10, wherein the forwarding module checks
2 an override location specified by a user and forwards all incoming messages to the
3 override location.

1 **12.** The system recited in claim 10, wherein the forwarding module will
2 attempt to contact the user at the location in the trend analysis table with the highest
3 probability of contact and proceed to contact the at the location with the second
4 highest probability of contact when the contacting the user at the location with the
5 highest probability of contact fails.

1 **13.** A computer program for forwarding messages, comprising:
2 monitoring locations of responses to incoming messages along with the time
3 of day and day of week;
4 storing each response along the associated time of day and day of week in a
5 database;
6 performing a statistical trend analysis on a user bases to determine a
7 probability of contacting the user for a given time of day and day of week at a given
8 location;
9 storing in a trend analysis table the result of the statistical trend analysis
10 performed; and
11 transferring incoming messages to the location in the trend analysis table with
12 the highest probability of contacting the user.

1 **14.** The computer program recited in claim 13, wherein said trend analysis
2 table comprises a user identification, a plurality of times of day and days of week with
3 locations of contact and probabilities of successful contact associated with each
4 location.

1 **15.** The computer program recited in claim 14, wherein said trend analysis
2 table further comprises a user override location that indicates probabilities of
3 successful contact for each location are to be ignored and only the override location
4 is to be used for contact.

1 **16.** The computer program recited in claim 15, wherein the incoming
2 messages and responses are from PSTN telephone, cellular telephone, pager, fax,
3 voice mail, e-mail or other voice or digital communication format.

1 **17.** The computer program recited in claim 16, further comprising:
2 checking the user override location in the trend analysis table; and
3 transmitting the incoming message to the user override location when set.

1 **18.** The computer program recited in claim 16, further comprising:
2 contacting the user at the location with the highest probability of successful
3 contact associated with the location;

- 4 contacting the user at the location with the second highest probability of
- 5 success when unable to contact the user at the location with the highest probability
- 6 of success.